



CONNECTEDDRIVE/BMW ASSIST SYSTEM DIAGNOSIS INFORMATION

New information provided by this revision is preceded by this symbol  .

This Service Information bulletin replaces SI B84 02 14 dated **August 2018**

What's New:

- Procedure – Added information on title of the PuMA case.
- Information – Requested screenshot for Remote Services.
- Attachment – Added questions to checklist for Remote Services.

MODEL

G01 (X3)	G32 (6 Series Gran Turismo)	F39 (X2)	F90 (M5)
E70 (X5)	E71 (X6)	E72 (X6 Hybrid)	F01/F02 (7 Series Sedan)
F02H (7 Series Sedan ActiveHybrid)	F04H (7 Series Sedan ActiveHybrid)	F06 (6 Series Gran Coupe)	F07 (5 Series Gran Turismo)
F10 (5 Series Sedan)	F10H (5 Series Sedan ActiveHybrid)	F12 (6 Series Convertible)	F13 (6 Series Coupe)
F15 (X5)	F16 (X6)	F22 (2 Series Coupe)	F23 (2 Series Convertible)
F25 (X3)	F26 (X4)	F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)
F32 (3 Series Coupe)	F33 (3 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)
F48 (X1)	F80 (M3 Sedan)	F82 (M4 Coupe)	F83 (M4 Convertible)
F85 (X5 M)	F86 (X6 M)	F87 (M2 Coupe)	G12 ((7 Series Sedan)
G30 (5 Series Sedan)	I01 (i3)	I12 (i8)	G02 (X4)

SITUATION

ConnectedDrive/BMW Assist features are partially or completely inoperative. This Service Information bulletin is being published because vehicles are down for an extended period of time when researching system failures with ConnectedDrive or BMW Assist. This Service Information bulletin will assist you both in identifying the issue and providing technical support.

UPDATE! **CAUSE**

Not enough information is available for BMW NA engineers to assist the technician in diagnosing the root cause.

UPDATE! **PROCEDURE**

Shorten the research time for the technician by collecting the needed information upfront (listed in the form below). This also leads to shortened downtime for the customer.

1. Print out the attached checklist in the attachment section.
2. Fill in/answer all questions on the checklist during diagnosis.
3. If the issue is still not resolved after completing the attached checklist, the technician must **create and submit a PuMA case** for further assistance.

- UPDATE!** • The PuMA case subject or title must start with "CD:"

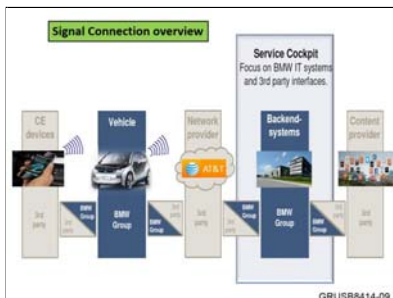


Note: Do not contact the ConnectedDrive support team via telephone or email. These are no longer monitored.

4. **Extremely important:** The following information **must** also be included in the PuMA case:
 - A picture of the Telematics Control Unit label **currently activated and installed** in the vehicle
 - The completed checklist as an attachment

Note: If the checklist is not completed or missing, it will increase the processing time to resolve the issue.

 - Print and attach the ConnectedDrive Service Cockpit page showing services and subscription dates. Refer to TRI [B84 08 17](#).
 - Attach screen shot of the Activation portal page if unit was replaced.
 - The number of days the vehicle has been at the dealer for this issue, or the date the RO was opened
 - Complete details on all repairs that have been performed
 - Which parts have been replaced (include the number if more than one of the same part was replaced)
5. The picture below shows the signal connection overview for BMW Assist and ConnectedDrive features. This also applies to the Connected App functions.



UPDATE! **INFORMATION**

Review the bulletins listed below:

1. TRI [B84 08 17](#): BMW ConnectedDrive Service Cockpit
2. The hyperlink below opens the “BMW ConnectedDrive” webpage:

<http://www.bmwusa.com/ConnectedDrive>
3. The hyperlink below open the webpage which contains the BMW ConnectedDrive “Service Availability Matrix” and the “Service Durations and Renewal” information.

<https://www.bmwusa.com/content/dam/bmwusa/connected-drive/pdf/ServiceAvailabilityMatrix.pdf>

4. Some of the more common situations are listed below:

Situation 1: Telematics control unit replaced?

a. Yes. Was the replacement part activated?

i. No, the parts counter personnel must activate the unit via DCSnet per SI [B84 03 11](#).

UPDATE! ii. Yes, but an error message is displayed during activation in DCSnet. Send a PuMA case with a picture of the sticker on the NEW Telematics unit. Also include the information (picture) of the error message received during the activation attempt.

b. No. Must include a print out of the ConnectedDrive Service Cockpit tool page showing subscription(s).

Situation 2: Remote functions inoperative?

a. Confirm the function is active in ConnectedDrive Service Cockpit tool

UPDATE! i. Attach a screenshot to the PuMA case

b. Check the email address listed on file is correct?

i. No. What is the desired email address? Was this provided to the Assist call center?

ii. NOTE: The customer can contact the call center directly to change his or her email address.

c. Verify customer is using the latest version of the Connected App

Situation 3: Traffic Info not working?

a. New offer vehicles (6AC and 6AE option) – Check the following:

i. Traffic Info is activated in the vehicle via the iDrive

ii. Verify ConnectedDrive Service Cockpit has valid subscription for RTTi

iii. Update services via the iDrive and retest

Note: Do **NOT** replace parts for this issue.

Important: HU-H equipped vehicles require a valid account (ESA on file). Verify using ConnectedDrive

Service Cockpit tool.

WARRANTY INFORMATION

Not applicable.

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ATTACHMENTS

View PDF attachment [SI B84 02 14 Checklist](#).

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IMPORTANT:

All information listed in the form below must be collected and attached to the PuMA case, along with pictures of the errors. Missing information will increase the PuMA case resolution time.

- 1) Was the issue duplicated? Yes No
 - Yes – test all other services and make note of which ones fail.
Note: Take pictures of all error messages displayed on the CID for each service failure.
 - No – The issue may occur only in certain areas for the customer. Get specific information on the location where the issue was noticed.
- 2) Confirm the customer account information via:
 - ConnectedDrive Service Cockpit – review service activation and expiration dates
- 3) Was Update Services performed via the iDrive? Yes No
 - Yes - Was it completed successfully? Yes No
 - o Yes – Perform another service functionality test.
 - o No – At what percentage did the Update Services fail? For example 10%, 25%, etc.?

Note: Take a picture of the error message displayed during the Update Services.
 - No – Update the services via the iDrive and retest.
- 4) Test all other available services for full functionality. Make notes of the following during the test/calls:
 - The exact date and time each function test was performed. Some examples of Services are listed below:

o eCall	Date:	Time:	Time Zone: _____
o BMW Online	Date:	Time:	
o POI Search	Date:	Time:	
o Roadside Services	Date:	Time:	
o Concierge	Date:	Time:	
o BMW Connected App	Date:	Time:	
o CD Store	Date:	Time:	

Not all the services listed above apply to every vehicle. These depend on the vehicle equipment. Example BMW Online and Points of Interest (POI) search is only available in Navigation equipped vehicles. Similarly, functions of the BMW Connected App vary based on vehicle option.

Note: Take a picture of any error messages displayed during the each test. Also, if a recording is heard, write down the message(s).

- Msg:

- 5) Remote Services inoperative. Provide the following information:
 - Version of the Connected App installed
 - Which service(s) are not working?
 - Screen shot of the error message
 - Request customer test with another device or request customer login information to test with known good device in the workshop. Any change in functionality? Yes No
- 6) Is there an ESA on file? Yes No
 - Yes – Verify that the customer information is correct, including the email address.
 - No – Create and submit the ESA.

Note: If the customer does not want the service, he or she must sign a waiver form.
Also, a new ESA must be filled out and submitted when a vehicle is resold.
- 7) Verify the that the ESA information matches the current customer data on file:
 - GSM (COMBOX, TCB, ATM): IMEI, ICCID, MSISDN (reference the label on the unit)
 - Customer's email address
 - Customer mailing address
- 8) Verify the vehicle is receiving good reception. To check, compare with a similar known good vehicle, which must have similar options parked next to the vehicle with concern.
 - Were the test calls successful with known good similar vehicle? Yes No
- 9) Was the Telematics Control Unit replaced? Yes No
- 10) Was the Telematics Control Unit activated at the parts counter prior to replacement per SI B84 03 11?
 - Yes – Perform update of services via iDrive
 - No – Request parts personnel to activate the unit as per SI B84 03 11.